

POS – Iowa Medicaid Pharmacy Provider Portal

Purpose: The Iowa Medicaid Pharmacy Provider Portal is a web-based collection of tools for prescribers and pharmacies. It provides a secure interface for providers to look up member eligibility and prescription claims history, Preferred Drug List (PDL) and Prior Authorization (PA) criteria, as well as submit and confirm PA requests online. The Iowa Medicaid Pharmacy Provider Portal is available at the following link: www.iowamedicaidrxportal.com.

Identification of Roles: The Pharmacy Point of Sale Help Desk Technicians monitor the POS Provider Portal queue in OnBase for correspondence from the Provider Services Unit, and respond to phone calls / emails from providers regarding the portal. The Pharmacy Point of Sale Account Manager, or his/her designee, adds / removes users, maps PA forms to PDL categories, manages PA criteria, and responds to phone calls / emails from providers regarding the portal.

Performance Standards: N/A

Path of Business Procedure:

Step 1: The provider requesting access to the Iowa Medicaid Pharmacy Provider Portal sends a letter on their organization's letterhead to:

Iowa Medicaid Enterprise
Provider Services Unit
PO Box 36450
Des Moines, Iowa 50315

The provider must indicate "Iowa Medicaid Pharmacy Provider Portal" in the subject line of the letter and include the following information:

- Provider Number (NPI)
- Provider Type (MD, DO, ARNP, PA, R.Ph., etc.)
- Tax ID Number
- Name and address of the primary practice site
- Telephone number
- Email address
- Signature

Step 2: The IME Mailroom receives the letter and scans it to PRV03 Correspondence queue in OnBase.

Step 3: The Provider Services Unit receives the scanned letter via PRV03 Correspondence queue in OnBase. A Provider Services staff member verifies that the letter contains the required information and that the provider is enrolled in the Medicaid Program.

Step 4: After the information is verified, a Provider Services staff member sends the scanned letter to the Point of Sale Unit via OnBase. If the information cannot be verified, a Provider Services staff member contacts the provider via email or phone to inform them that their information cannot be verified. The provider is instructed to submit a new letter requesting access to the Iowa Medicaid Pharmacy Provider Portal, as outlined in Step 1, and a note is added to the OnBase letter image explaining why the request was not processed.

Step 5: The Point of Sale Unit receives the scanned letter via the POS Provider Portal queue in OnBase.

Step 6: The Point of Sale Help Desk Technician logs the letter in OnBase by entering pertinent keywords, including prescriber name and NPI, so that it may be retrieved later if necessary, and then emails the scanned letter to the Point of Sale Account Manager, or his/her designee. The letter is then sent to the POS00 Completed queue.

Step 7: The Point of Sale Account Manager, or his/her designee, adds the provider to the application as a "Prescriber" or "Pharmacist" user. Once a user is added to the application, a message is automatically generated and sent to the provider's email address, which notifies them that their registration has been processed. The email provides instructions on finishing the registration process. Once the registration process is complete, the provider has access to the application.

Forms/Reports: N/A

RFP References: N/A

Interfaces: OnBase

Attachments:

- IowaMedicaidPharmacyProviderPortal_UserGuide_Administrator_20131028
- IowaMedicaidPharmacyProviderPortal_UserGuide_HelpDesk_20131028
- IowaMedicaidPharmacyProviderPortal_FlowDiagram_20131030

Iowa Medicaid Pharmacy Provider Portal

ADMINISTRATOR USER GUIDE

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Revision Control Sheet

Date	Rev	Author	Description of Changes
06/07/2013	1.0	Tammy Hagenaaars	First draft - Iowa baseline
10/28/2013	1.1	Dawn Bates	Changes to baseline

IMPORTANT: This document is software revision controlled – Printed copy may not be current.

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Introduction

The Iowa Medicaid Pharmacy Provider Portal is a web application for prescribers to electronically search and review drug status on the Iowa Preferred Drug List (PDL), review Iowa Prior Authorization (PA) requirements and submit PA's and E-Fax's electronically.

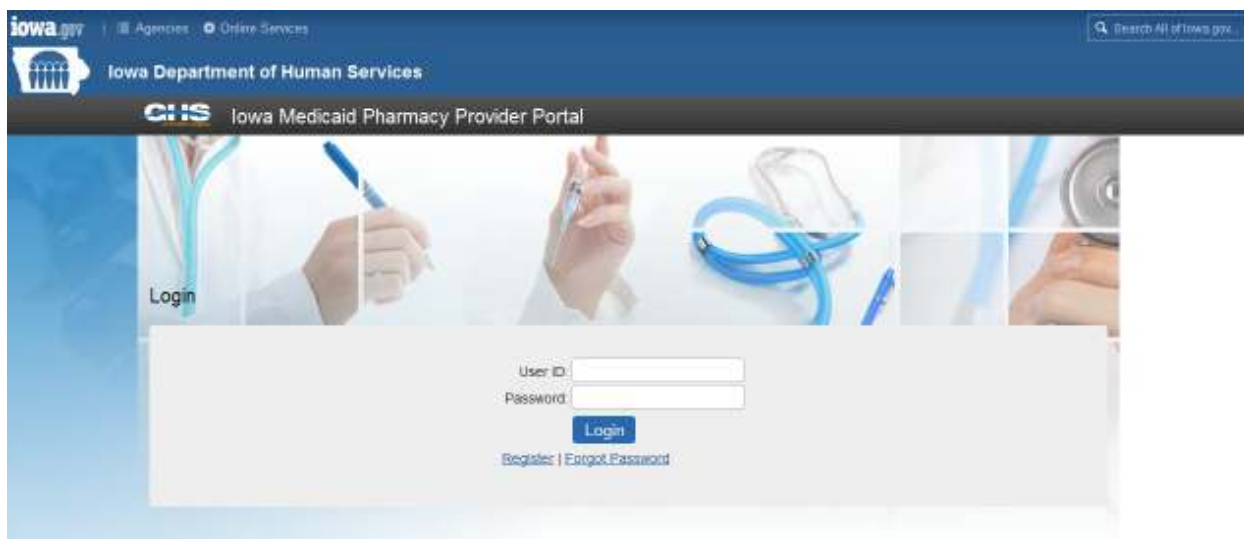
Registration

Access to the Iowa Medicaid Pharmacy Provider Portal requires registration; new Administrator user types must contact a current Administrator (info@iowamedicaidpdl.com) to request enrollment.

Once the request has been made, the user will receive an E-mail confirming registration within 24-48 hours of submission. The confirmation E-mail will contain a 'Finish Registration' link to complete the registration process. The process must be completed within 72 hours of the confirmation letter. If the registration is not completed in 72 hours, the user will have to contact an Administrator (info@iowamedicaidpdl.com) to complete the registration process.

Logging In

From the main login screen, enter the User ID and password, and then click the 'Login' button. The application is set to lock out the user after five failed login attempts. If this happens, please contact an Administrator (info@iowamedicaidpdl.com).



Forgot Password

If the user simply forgot the password, select 'Forgot Password' from the Login Page. The application will direct the user to enter the registered Email address. An email will be sent with a link that will be valid for 15 minutes, to reset the password.

The screenshot shows the 'Password Recovery' page of the Iowa Medicaid Pharmacy Provider Portal. The page has a dark header with the CHS logo and the portal name. Below the header, there are navigation links: 'Return to Login', 'Registration', and 'Forgot Password'. The main heading is 'Password Recovery'. Below this, a welcome message states: 'Welcome to the Iowa Medicaid Pharmacy Provider Portal Password Recovery'. A prompt follows: 'Please enter your email address and we'll send you a link to reset your password'. A note indicates that required fields are marked with an asterisk (*). There is a text input field labeled 'Email Address*' and a blue 'Reset' button below it.

Patients

Select the 'Patients' tab to search for a patient. Enter the Patient's Iowa Medicaid ID or the minimum of the first 3 characters of either the Last Name or Last, First name and then select 'Search'. Depending on the search criteria, there may be a list of patients, with identifying information, to choose from.

The screenshot shows the 'Patients' search page of the Iowa Medicaid Pharmacy Provider Portal. The header includes the CHS logo, the portal name, and a 'Welcome' message with links to 'Down Bates', 'User Guide', and 'Logout'. A navigation bar contains several tabs: 'Patients', 'Pharmacies', 'PDL', 'Diagnosis', 'Reports', 'Control Panel', 'User Preferences', 'Help', and 'Privacy'. The 'Patients' tab is highlighted with a red box. Below the navigation bar, a green message bar states: 'Your search for "0003656F" returned 1 record'. The main section is titled 'Patient Search' and features a search input field labeled 'Iowa Medicaid ID or Name (last , first)' and a blue 'Search' button. Below the search field, there is a pagination control showing 'Page 1 of 1' and 'Page Size 25', with a 'Go' button. At the bottom, a table displays the search results for the patient.

Iowa Medicaid ID	First Name	M.I.	Last Name	Suffix	Birth Date	Gender
0003656F	HOMER	J	SIMPSON		05/01/1971	M

Clicking on the 'Iowa Medicaid ID' link will display the patient's demographic information as well as their Iowa Medicaid eligibility.

HOMER SIMPSON

Iowa Medicaid ID
ID: 0003656F

Iowa Medicaid Eligibility
100 05/01/2009 06/06/2079

Member Name
First Name: HOMER
M.I.: J
Last Name: SIMPSON

Date of Birth
05/01/1971

Gender
M

Address
Street 1: 742 EVERGREEN TERRACE
Street 2:
City: SPRINGFIELD
State: XX
Zip Code: 00000

Phone Number

Drug Profile

To view the patient's drug profile, click on Drug Profile button. This view will provide an opportunity to view the patient's Iowa Medicaid drug profile. The drug profile shows the patient's Iowa Medicaid claimed prescriptions for the previous 12 months. The profile includes: Rx Date, Rx Number, Product, Quantity, Days Supply, Prescriber and Pharmacy. Click on 'Return to Member Profile' to return to the previous screen.

Drug profile for HOMER SIMPSON

[Return to Member Profile](#)

Required fields are marked by an asterisk (*).

Page 1 of 2 Page Size 25 Go

Rx Date	Rx Number	Product	Quantity	Days Supply	Prescriber	Pharmacy
12/18/2012	0922403	NITROSTAT SUB 0.4MG	25.0	20		QVA PHARMACY
12/19/2012	0922403	NITROSTAT SUB 0.4MG	25.0	20		QVA PHARMACY
01/05/2013	0922403	NITROSTAT SUB 0.4MG	25.0	20		QVA PHARMACY
01/06/2013	0922403	NITROSTAT SUB 0.4MG	25.0	20		QVA PHARMACY
03/02/2013	0922403	NITROSTAT SUB 0.4MG	25.0	20		QVA PHARMACY

Pharmacies

Select the 'Pharmacies' tab to search for a pharmacy. Enter the NPI number or at least 3 characters of a pharmacy name and then select 'Search' or enter a City, State combination and select 'Search'. Depending on the search criteria, there may be a list of pharmacies, with address and phone number, to choose from.

The screenshot shows the 'Pharmacies' tab selected in the top navigation bar. A message states 'Your search for "target" returned 20 records'. Below this is a 'Pharmacy Search' section with a search bar and a 'Search' button. Below the search bar is a pagination control showing 'Page 1 of 1' and 'Page Size 25'. Below the pagination control is a table of search results.

Pharmacy Name	Address	City	State	Phone
TARGET		3450 - 4TH ST SW	MASON CITY	IA (515) 423-1325
TARGET		5255 ELMORE AVE	DAVENPORT	IA (319) 344-9629
TARGET CORP & SUBSIDIARIES DBA	TARGET STORE T-2454	3804 METRO DR	COUNCIL BLUFFS	IA (712) 309-3361
TARGET CORPORATION DBA	TARGET STORE T-0069	1800 35TH ST ATTN: PHARM	WEST DES MOINES	IA (515) 225-3170
TARGET CORPORATION DBA	TARGET STORE T-0678	2910 1ST AVENUE SOUTH	FORT DODGE	IA (515) 673-7950

The user can click on the pharmacy name to view further detailed information about the pharmacy, including the full address, phone number and fax number, and miscellaneous information.

The screenshot shows the detailed view for the pharmacy 'TARGET'. The top navigation bar is the same as the previous screenshot. Below the navigation bar is a header section with the pharmacy name 'TARGET' and a logo. Below the header section is a table with three columns: 'Pharmacy Name', 'Address', and 'Phone Number(s)'. The table contains the following information:

Pharmacy Name	Address	Phone Number(s)
TARGET	Address: 5255 ELMORE AVE City: DAVENPORT State: IA Zip Code: 528070000	Phone: (319) 344-9629 Fax: (563) 344-9629

PDL (Preferred Drug List)

Select the 'PDL' tab to search for a drug. Enter at least 3 characters of a brand or generic drug or an NDC number and select 'Search'. The result will be two lists. The top list contains drugs that meet the entered search criteria. The lower list, will display other PDL drug alternatives from the list above. The PDL search provides a summary of information about the drugs as follows: Name, Description, Route of Administration, OTC Code, B/G Code, Packaging and PDL Status.

Patients Pharmacies **PDL** Diagnosis Reports Control Panel User Preferences Help Privacy

Your search for "00008083322" returned 1 result and returned 48 alternatives.

Preferred Drug List Search

Name (brand or generic) or NDC:

The drug prior authorization unit will consider other conditions as listed in the compendia on an individual basis after reviewing documentation submitted regarding the medical necessity. All required trials must be of appropriate dose and duration for the indication and must be documented by the prescriber, on the request for prior authorization form, including dates, dose, and nature of failure.

For all drugs requiring prior authorization, in the event of an emergency situation when a prior authorization request cannot be submitted and a response received within 24 hours such as after regular working hours or on weekends, a 72-hour supply of the drug may be dispensed and reimbursement will be made.

Search Results

Page 1 of 1 Page Size 25

Name	Description	Route	OTC Code	B/G Code	Packaging	PDL Status
EFFEXOR XR	EFFEXOR XR CAP 75MG	OR	RX	B	BOTTLE	Not Preferred

Alternatives

The user can click on the drug name or the PDL Status of an individual drug to see detailed information about the drug as well as any criteria specific to the drug.

The screenshot shows the 'PDL' tab selected in the navigation bar. The main heading is 'EFFE XOR XR CAP 75MG'. Below this, there are two columns. The left column is titled 'Product' and lists details: Name (EFFE XOR XR), Strength (75 MG), Description (Venlafaxine HCl Cap SR 24HR 75 MG (Base Equivalent)), Packaging (BOTTLE), Dosage Form (CP24), and Route of Administration (OR). The right column is titled 'Antidepressants - Selected SSRI's specific Criteria' and contains a bullet point: '* Drug Specific - Initial fill limited to 15 day supply'.

Diagnosis

Select the 'Diagnosis' tab to search for a diagnosis code. Enter at least 3 characters of a diagnosis description or the ICD-9 code and select 'Search'. The result list will contain the ICD-9 code and description.

The screenshot shows the 'Diagnosis' tab selected in the navigation bar. A green banner at the top states 'Your search for "stroke" returned 2 records'. Below this is a 'Diagnosis Search' section with a text input field labeled 'Diagnosis Desc or ICD 9 Code' and a 'Search' button. At the bottom, there is a pagination area showing 'Page 1 of 1' and 'Page Size 25' with a 'Go' button. Below the pagination is a table with two columns: 'ICD-9' and 'Description'. The table contains two rows of results.

ICD-9	Description
002.0	Heat stroke and sunstroke
V47.1	Family history of stroke (cerebrovascular)

User can click on the ICD-9 code to view more detailed information.

The screenshot shows the application interface with the 'Diagnosis' tab selected. The ICD-9 code '992.0' is displayed, along with its description 'Heat stroke and sunstroke'. The navigation bar includes links for Patients, Pharmacies, PDL, Diagnosis, Validate E-Fax Rx, User Preferences, Help, and Privacy.

Reports

The Reports menu provides the option to see various reports, based on PA's, E-Faxed Rx's and New User Enrollment.

The screenshot shows the 'Reports' menu highlighted in the navigation bar. Below the menu, there are four report options: PA Requests Breakdown, E-Fax Rx Requests Breakdown, New User Enrollment, and PA Status Summary.

PA Requests Breakdown

The PA Requests Breakdown is a report that shows how many PA requests have been made each day. The date range can be changed to any user specified range.

The screenshot shows the 'PA Request Breakdown' report. It displays a search result for 'PA Summaries' with 1 record. The report shows 'Prior Authorization Requests from 10/28/2012 to 10/28/2013'. The page size is set to 25. The table below shows the submitted date and total requests.

Submitted Date	Total Requests
10/28/2013	2

E-Fax Rx Request Breakdown

The E-Fax Rx Request Breakdown is a report that shows how many prescriptions have been submitted each day. The date range can be changed to any user specified range.

The screenshot shows the 'E-Fax Rx Request Breakdown' report interface. At the top, there is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar, a red message box states: 'Your search for "RX Summaries" returned no results'. The main heading is 'E-Fax Rx Request Breakdown'. Below this, there is a search filter: 'E-Fax Rx Requests from 10/28/2012 to 10/28/2013' with a 'Submit' button.

New User Enrollment

This report provides information about the new Portal Users, including the user role and enrollment date. The date range can be changed to any user specified range.

The screenshot shows the 'New User Enrollment' report interface. At the top, there is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar, a green message box states: 'Your search for "New User Enrollment 10/28/2012 to 10/28/2013" returned 22 records'. The main heading is 'New User Enrollment'. Below this, there is a search filter: 'User Enrollment from 10/28/2012 to 10/28/2013' with a 'Submit' button. Below the search filter, there is a pagination control: 'Page 1 of 1' and 'Page Size 25'. Below the pagination control, there is a table with the following data:

Prefix	First Name	MI	Last Name	Suffix	Role	Enroll Date
	Dawn		Bates	QA	Administrator	10/11/2013 11:16:56CDT
	Dawn		TestGADA	QA	Office Worker	10/13/2013 18:37:04CDT

PA Status Summary

This report summarizes how many of the submitted PA's have been: Approved, Denied, E-Faxed, Incomplete or Pending. This is the count from the launch of the program.

The screenshot shows the 'PA Status Summary' report interface. At the top, there is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar, a green message box states: 'Your search for "PA Status Summary" returned 1 record'. The main heading is 'PA Status Summary'. Below this, there is a pagination control: 'Page 1 of 1' and 'Page Size 25'. Below the pagination control, there is a table with the following data:

Status	Count
Pending	2

Control Panel

The Control Panel tab allows the user to manage PA Forms, Drug Mapping, Drug Categories, Drug Criteria, Users, Settings, view the Activity Log, and System Status.



PA Forms

The PA Forms menu is a listing of all of the PA forms currently available. The user has the ability to insert a new PA form as well as View, Edit and Delete current PA forms.



This screenshot shows the 'PA Forms' listing page. At the top, a green banner indicates 'Your search returned 74 forms'. Below this, there is a link to 'Add PA Form'. The page shows 'Page 1 of 3' and 'Page Size 25'. A table lists the first three forms, each with icons for View, Edit, and Delete actions.

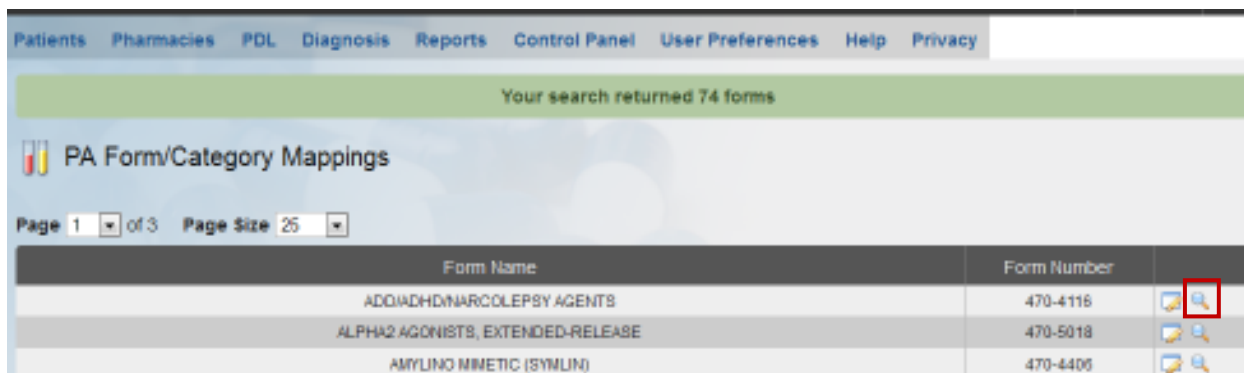
Form Name	Form Number	PA Form Include Name	Manual Process	
ADD/ADHD/MARCOLEPSY AGENTS	470-4110	add_narc	No	  
ALPHA2 AGONISTS, EXTENDED-RELEASE	470-5018	alpha2_agonists	No	  
AMYLINO MIMETIC (SYNLIN)	470-4406	amylina_mimetic	No	  

PA Form/Category Mapping

The PA Form / Category Mapping menu allows the user to view and edit how the categories are mapped to individual PA Forms.



The user can preview the PA Form by clicking on the magnifying glass.



The PA Form is displayed.

A screenshot of the 'PA Preview' form for the 'ADD/ADHD/NARCOLEPSY AGENTS' category. The form is titled 'PA Preview' and includes a note: 'Required fields are marked by an asterisk (*)'. The form fields are: 'Patient ID' (required), 'First Name' (required), and 'Last Name' (required). The 'Patient' label is highlighted in orange.

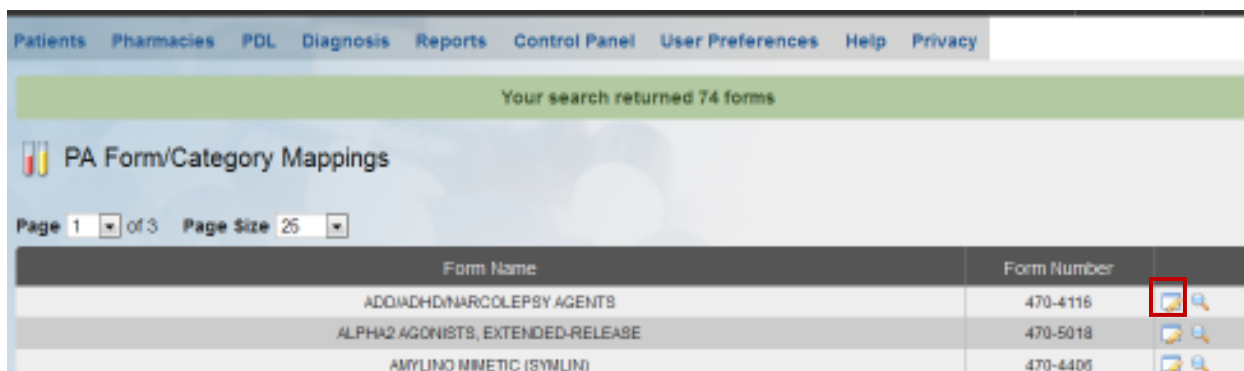
ADD/ADHD/NARCOLEPSY AGENTS

Patient

Patient ID:

First Name: Last Name:

The user can click the edit button on the PA Form / Category Mappings screen to display a list of Drug Categories that are currently mapped to the PA Form.



The screenshot shows the 'PA Form/Category Mappings' screen. At the top, a green banner states 'Your search returned 74 forms'. Below this, the title 'PA Form/Category Mappings' is displayed. A pagination bar shows 'Page 1 of 3' and 'Page Size 25'. The main table has two columns: 'Form Name' and 'Form Number'. The first row is highlighted in grey and shows 'ADD/ADHD/NARCOLEPSY AGENTS' with form number '470-4116'. The second row shows 'ALPHA2 AGONISTS, EXTENDED-RELEASE' with form number '470-5018'. The third row shows 'AMYLINO MIMETIC (SYMLIN)' with form number '470-4406'. Each row has an edit icon (a blue square with a white pencil) in the rightmost column, which is highlighted with a red box in the first row.

Form Name	Form Number
ADD/ADHD/NARCOLEPSY AGENTS	470-4116
ALPHA2 AGONISTS, EXTENDED-RELEASE	470-5018
AMYLINO MIMETIC (SYMLIN)	470-4406

The Drug Categories that are mapped to the PA Form are displayed. The user can delete Drug Categories that are currently mapped to the PA Form by clicking on the **X**.



The screenshot shows the 'ADD/ADHD/NARCOLEPSY AGENTS' screen. Below the title, there is a link 'Add Category'. The main table has two columns: 'Category name' and a delete button (a red 'X'). The first row is highlighted in grey and shows 'Stimulants'. The second row shows 'Stimulants - Amphetamines - Long Acting'. The third row shows 'Stimulants - Amphetamines - Short Acting'.

Category name	
Stimulants	X
Stimulants - Amphetamines - Long Acting	X
Stimulants - Amphetamines - Short Acting	X

Clicking on the 'Add Category' link will allow the user to add additional Drug Categories to the PA Form.



The screenshot shows the 'ADD/ADHD/NARCOLEPSY AGENTS' screen. The 'Add Category' link is highlighted with a red box. The main table has two columns: 'Category name' and a delete button (a red 'X'). The first row is highlighted in grey and shows 'Stimulants'. The second row shows 'Stimulants - Amphetamines - Long Acting'. The third row shows 'Stimulants - Amphetamines - Short Acting'. The fourth row shows 'Stimulants - Methylphenidate'. The fifth row shows 'Stimulants - Methylphenidate - Long Acting'. The sixth row shows 'Stimulants - Other Stimulants / Like Stimulants'.

Category name	
Stimulants	X
Stimulants - Amphetamines - Long Acting	X
Stimulants - Amphetamines - Short Acting	X
Stimulants - Methylphenidate	X
Stimulants - Methylphenidate - Long Acting	X
Stimulants - Other Stimulants / Like Stimulants	X

Select the Category from the drop down menu and click 'Save'.


































The screenshot shows a web application interface for managing drug categories. At the top, there is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar, the title "ADD/ADHD/NARCOLEPSY AGENTS" is displayed with an "Index" link. A note states "Required fields are marked by an asterisk (*)". The main form area contains a "Category" label followed by a dropdown menu showing "ACE and Thiazide Combos 2". A blue "Save" button is located below the dropdown menu.

Drug Categories

The Drug Categories menu allows the user to maintain category-specific criteria from the PDL, as well as add a new Drug Category.



The Drug Category Search page is displayed.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy									
 Drug Category Search									
Add new category									
Name									
ACE and Thiazide Combos 2									
ACE Inhibitors									
ACE Inhibitors and Calcium Channel Blockers									
Acute Products (aspirin)									
Agents For Fatigue Disease									
Agents For Gouty Disease									
Agents For Pheochromocytoma									
Anesthetics									
Alpha-Proteinase Inhibitor									
ALS Drugs									

The user can click on the Drug Category name to view and update the current criteria for that Drug Category, or add new criteria.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy

Manage Alpha-Proteinase Inhibitor Criteria

[Add New Criteria](#)
[Return to Categories](#)

Required fields are marked by an asterisk (*).

Criteria*: Prior authorization is required for Alpha--Proteinase Inhibitor enzymes. Payment will be authorized only for cases in which there is a diagnosis of congenital alpha-proteinase inhibitor (alpha ???PI; alpha-antitrypsin) deficiency with clinically demonstrable panacinar emphysema. Payment for a non-preferred Alpha--Proteinase Inhibitor enzyme will be authorized only for cases in which there is documentation of previous trial and therapy failure with a preferred agent.

[Save](#) [Delete](#)

The user can click the edit button from the Drug Category Search page to edit the Name of the Drug Category.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy

Drug Category Search

[Add new category](#)

Name	
ACE and Thiazide Combos 2	
ACE Inhibitors	
ACE Inhibitors and Calcium Channel Blockers	
ACE Products: Isotretinoin	

The Edit Drug Category page is displayed. Enter the revised Drug Category name and click 'Save'.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy

Edit Drug Category

[Return to Categories](#)

Required fields are marked by an asterisk (*).

Category Name*:
ACE and Thiazide Combos 2

[Save](#)

The user can delete the Drug Category from the Drug Category Search page by clicking on the **X**.



The user can click on the magnifying glass on the Drug Category Search screen to see which drugs are mapped to the respective category. *(Please note the screenshot is from a test environment).*

Drug Name	GPI	Category	Strength	Unit of Measure	Package	Dosage Form
ACCURETIC		ACE and Thiazide Combos 2				
Benazepril and Hydrochlorothiazide		ACE and Thiazide Combos 2				
CAPTOPRIL/HYDROCHLOR		ACE and Thiazide Combos 2				
Enalapril Maleate & Hydrochlorothiazide		ACE and Thiazide Combos 2				
Fosinopril Sodium & Hydrochlorothiazide		ACE and Thiazide Combos 2				
Lisinopril & Hydrochlorothiazide		ACE and Thiazide Combos 2				
LOTENSIN/HCT		ACE and Thiazide Combos 2				
Losartan/Hydrochlorothiazide		ACE and Thiazide Combos 2				

Add New Drug Category

A user can add a new Drug Category by selecting 'Add New Category' from the Drug Category Search screen. Enter the new Drug Category name and click 'Save'.



Add New Drug Category Criteria

Once a Drug Category has been created, the criteria can be managed. To add new criteria, click on the Drug Category name from the Drug Category Search screen and click 'Add New Criteria'.



Add the Drug Category specific criteria in the text box provided and click 'Submit'.



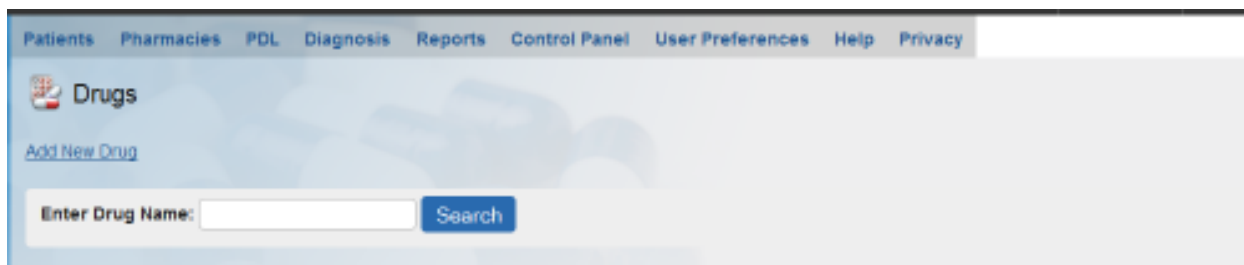
Drug Criteria

The Drug Criteria menu allows the user to manage the Drug Category that the drug falls under. There are also options to add a new drug and maintain drug specific criteria.



Search for Drug

Enter the name of a drug and click 'Search'.



The search provides a table of results that include the Drug Name, GPI, Category that it is assigned to (may be multiple), the Strength, Unit of Measure, Packaging and Dosage Form that are linked to specific drug criteria.

A screenshot of the 'Drugs' search results page. It shows the same search bar as the previous image. Below the search bar is a table with search results. The table has columns for Drug Name, GPI, Category, Strength, Unit of Measure, Package, Dosage Form, and a final column with icons. Two results are visible, both for the drug 'LIPITOR'.



Drug Name	GPI	Category	Strength	Unit of Measure	Package	Dosage Form	
LIPITOR		Cholesterol - HMG-CoA + Absorb...					
LIPITOR		Cholesterol - HMG-CoA + Absorb...	10	MG			

Click on the Drug Name link on the Drugs page to view and manage the drug-specific criteria.

The screenshot shows a web application interface with a navigation bar at the top containing links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. The main heading is "Manage LIPITOR Criteria in the Cholesterol - HMG-CoA + Absorb Inhibitors Category". Below this, there are two links: "Add New Drug Criteria" and "Return to Drug Search". The form contains several input fields: "Drug Name" (pre-filled with "LIPITOR"), "Strength" (pre-filled with "10"), "Unit of Measure" (pre-filled with "MG"), "Drug Packaging" (empty), "Dosage Form" (empty), and "GPI" (empty). A "Category" dropdown menu is set to "Cholesterol - HMG-CoA + Absorb Inhibitors". A note states "Required fields are marked by an asterisk (*)". A "Criteria" text area contains the text "This should only be seen by LONG Lipitor". At the bottom, there are "Save" and "Delete" buttons.

The user can click the edit button from the Drugs page to edit the name of the drug, as well as change the Drug Category.

The screenshot shows the "Drugs" page in the Iowa Medicaid Enterprise system. It features a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar is a search section with the text "Enter Drug Name:" followed by a text input field and a "Search" button. The main content is a table with the following columns: Drug Name, GPI, Category, Strength, Unit of Measure, Package, Dosage Form, and an action column. The table contains two rows for the drug "LIPITOR". The first row has a blue link for the drug name. The second row has a blue link for the drug name, a GPI value, a category, a strength of "10", a unit of measure of "MG", and a package value. In the action column of the second row, there is a red square button with a white pencil icon, which is highlighted by a red box. Next to this button is a red "X" icon.

Drug Name	GPI	Category	Strength	Unit of Measure	Package	Dosage Form	
LIPITOR		Cholesterol - HMG-CoA + Absorb...					
LIPITOR		Cholesterol - HMG-CoA + Absorb...	10	MG			 

The Edit Drug page is displayed. Enter the revised Drug Name and/or Drug Category, and click 'Save'.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy

Edit Drug

[Return to Drugs](#)

Required fields are marked by an asterisk (*).

Drug Name: LIPITOR Strength: Unit of Measure:

Drug Packaging: Dosage Form:

GPI:

Category: Cholesterol - HMG-CoA + Absorb Inhibitors: High Potency Drugs/Combinations

Save

The user can delete the Drug from the Drugs page by clicking on the **X**.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy

Drugs

[Add New Drug](#)

Enter Drug Name: Search

Drug Name	GPI	Category	Strength	Unit of Measure	Package	Dosage Form	
LIPITOR		Cholesterol - HMG-CoA + Absorb...					
LIPITOR		Cholesterol - HMG-CoA + Absorb...	10	MG			

Add New Drug

A Drug can be added by clicking the 'Add New Drug' link on the Drugs screen.

Patients Pharmacies PDL Diagnosis Reports Control Panel User Preferences Help Privacy

Drugs

Add New Drug

Enter Drug Name: Search

Drug Name	GPI	Category	Strength	Unit of Measure	Package	Dosage Form	
LIPITOR		Cholesterol - HMG-CoA + Absorb...					
LIPITOR		Cholesterol - HMG-CoA + Absorb...	10	MG			

Enter the drug name, strength, unit of measure, drug packaging, dosage form, and GPI. Select the Drug Category that the drug falls under from the drop down menu and click 'Save'. Note: only the drug name needs to be entered. Other fields can be entered if applicable.

The screenshot shows the 'Add New Drug' form. At the top, there is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar, the title 'Add New Drug' is displayed. A link 'Return to Drugs' is visible. A note states: 'Required fields are marked by an asterisk (*)'. The form contains the following fields: Drug Name (text box), Strength (text box), Unit of Measure (text box), Drug Packaging (text box), Dosage Form (text box), GPI (text box), and Category (dropdown menu). The Category dropdown is currently set to 'ACE and Thiazide Combo 2'. A red box highlights the 'Save' button at the bottom left of the form.

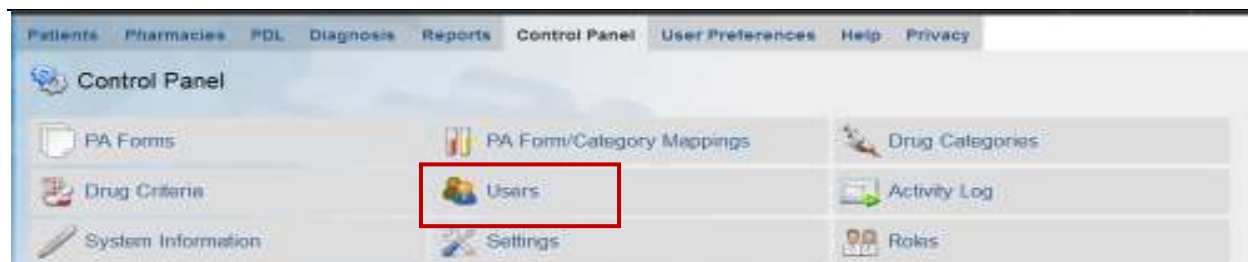
Add New Drug Criteria

To add drug-specific criteria, click on the Drug Name link on the Drugs screen. Click the 'Add New Drug Criteria' link. Enter the drug-specific criteria in the text box and click 'Save'.

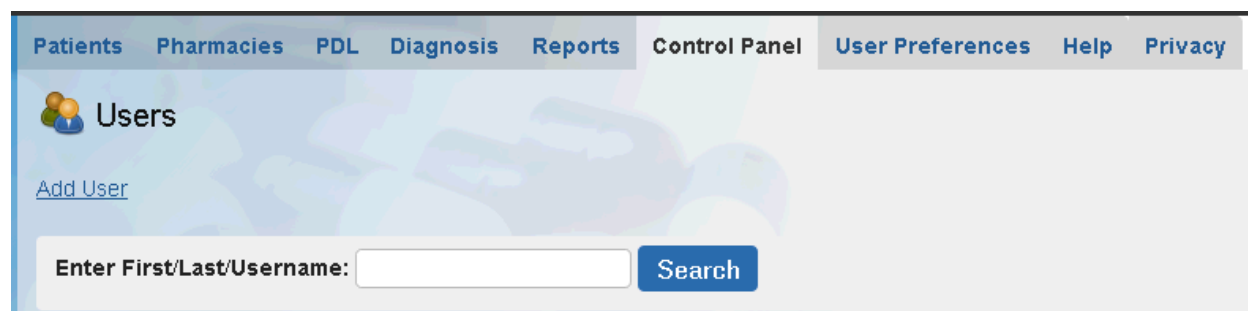
The screenshot shows the 'Manage AMBIEN CR Criteria in the Sedative/Hypnotics - Non-Benzodiazepines Category' form. At the top, there is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. Below the navigation bar, the title 'Manage AMBIEN CR Criteria in the Sedative/Hypnotics - Non-Benzodiazepines Category' is displayed. A link 'Add New Drug Criteria' is highlighted with a red box. Below the link, there is a link 'Return to Drug Criteria'. The form contains the following fields: Drug Name (text box, value: AMBIEN CR), Strength (text box), Unit of Measure (text box), Drug Packaging (text box), Dosage Form (text box), GPI (text box), and Category (dropdown menu, value: Sedative/Hypnotics - Non-Benzodiazepines). A note states: 'Required fields are marked by an asterisk (*)'. The 'Criteria' text box contains the text 'PA Required'. At the bottom, there are 'Save' and 'Delete' buttons.

Users

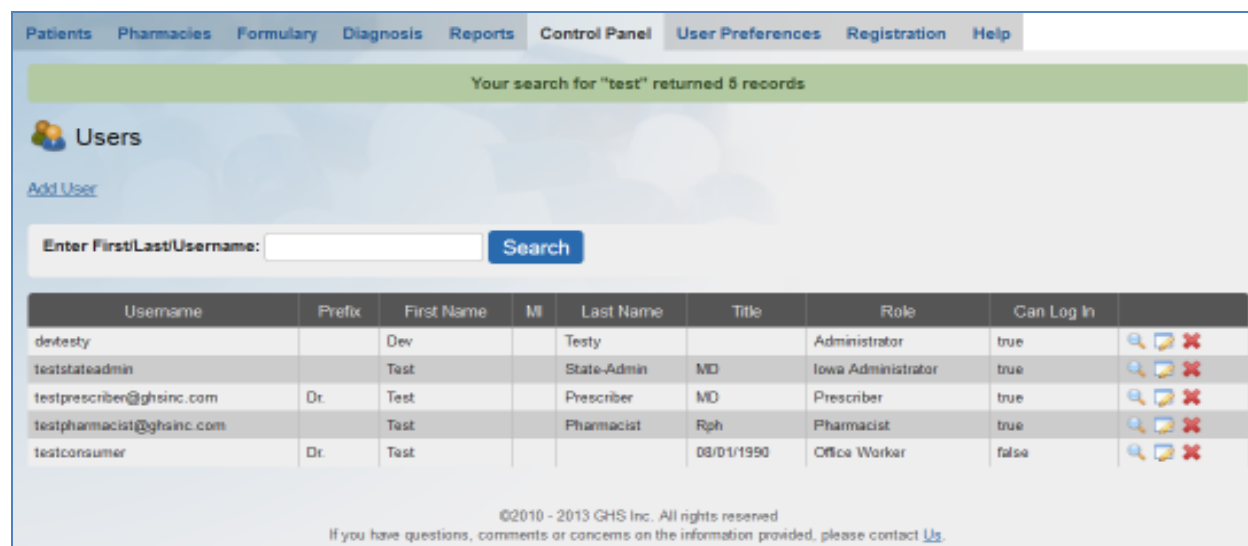
In the Users menu, the Administrator can search for a specific user, or add a new Administrator, State Administrator or HelpDesk user.



Enter a minimum of three characters and click 'Search'.



The User results table includes the Username, Prefix, First Name, MI, Last Name, Title, Role, whether the user can log in, and action items to View, Edit or Delete (disable) the user. If the 'Can Log In' field is False, the user is prevented from using the Iowa Medicaid Pharmacy Provider Portal. Clicking the magnifying glass will show the user information.



View

When viewing the user information, the Administrator can see if the user is Active or Inactive, if the account is locked and number of failed login attempts.

The 'Can Log In' field will show false if any one of the three occur: Enabled – Inactive, Locked – Locked, or Failed Log In – 5.

The Enabled field will show Inactive if the user has been 'deleted' by an administrator. This field can also be toggled in the Edit mode.

The Locked field will show Locked if administrator wants to lock the record temporarily. This field can be toggled in the Edit mode.

The Failed Log In field displays how many consecutive failed login attempts have been made. After 5 consecutive failed attempts, the user will not be able to log in.



The screenshot displays the user management interface for the Iowa Medicaid Enterprise (IME). The top navigation bar includes links for Patients, Pharmacies, PDL, Diagnosis, Reports, Control Panel, User Preferences, Help, and Privacy. The main content area shows the profile for 'Test State-Admin' with a 'test' button and a 'logout' button. The profile details are as follows:

Field	Value
User ID	teststateadmin
Role	Iowa Administrator
Prefix	
First name	Test
Last name	State-Admin
M	
Postfix	
Title	MD
Email	teststateadmin@ghsinc.com
Enabled	Active
Locked	Not Locked
Failed Log in	0

Edit

In Edit mode, the User Information can be changed, and fields can be toggled to restrict or allow user access. If a user gets locked out due to 5 failed log in attempts, the Administrator will enter a zero in the Failed Log In field. This will reset the counter. It should also be recommended that the user resets the password, to prevent getting locked out again.

Patients Pharmacies PDL Diagnosis Reports Control Panel **User Preferences** Help Privacy

Edit User [View](#) [Reset](#)

Required fields are marked by an asterisk (*)

User ID* teststateadmin

Role: Iowa Administrator

Prefix:

First name* Test

MI:

Last name* State-Admin

Postfix:

Title: MD

Email* teststateadmin@ghsinc.com

Enabled: ☒

Lock Status: ☐

Failed Log In: 0

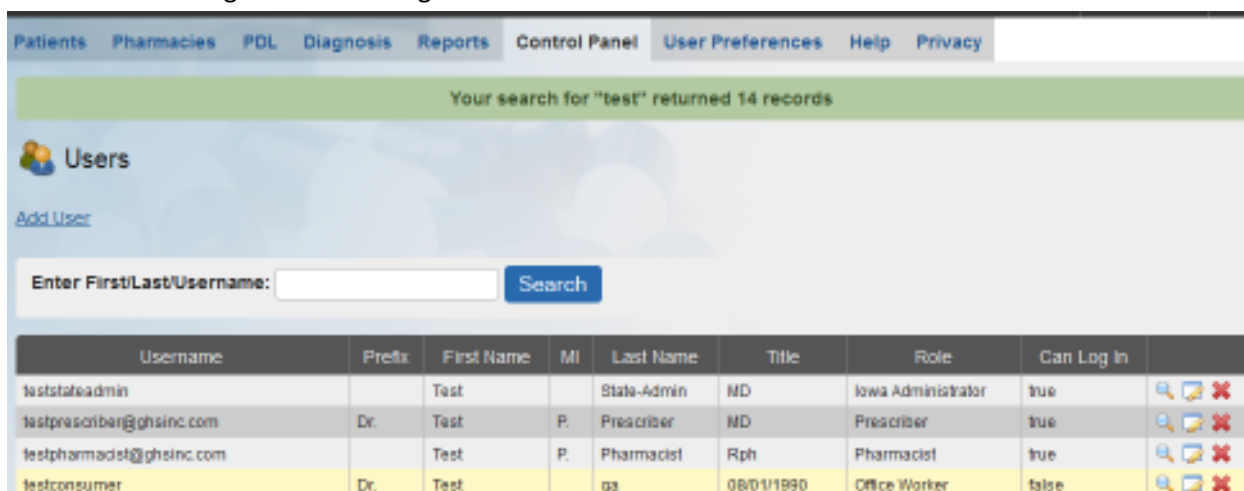
[Save](#)













Add New User

An Administrator will have the ability to add new Administrator and Helpdesk users. Click on 'Add User'. Administrator and Helpdesk users will be required to use their Network credentials. An Iowa State Administrator user ID can be defined as anything. Once the registration is complete, an email notification will be sent with instructions to complete the registration process. The user will have 72 hours to complete the process.



If a user does not complete the process within the 72 hour window, the Administrator can verify that the user cannot login. The 'Can Log In' field will show as false.



Username	Prefix	First Name	MI	Last Name	Title	Role	Can Log In	
teststateadmin		Test		State-Admin	MD	Iowa Administrator	true	  
testprescriber@ghsinc.com	Dr.	Test	P.	Prescriber	MD	Prescriber	true	  
testpharmacist@ghsinc.com		Test	P.	Pharmacist	Rph	Pharmacist	true	  
testconsumer	Dr.	Test		qa	08/01/1990	Office Worker	false	  

Activity Logs

The Activity Logs menu allows the Administrator to troubleshoot technical support calls.



There are three activity log reports: Recent Activity, Failed Authentication, and Unauthorized Access.



Recent Activity

The Recent Activity logs all activity in the Iowa Medicaid Pharmacy Provider Portal. The default is to display the current days' records. However, there is an option to expand the timeframe for the log. Notes are also included in the log if the user attempted to access an area that was not allowed or the session expired.



Failed Authentication

The Failed Authentication logs users that tried to access the system and failed. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, as well as any relevant notes about the failure, such as incorrect password.



Username	IP Address	Activity	Timestamp	Notes
	10.0.16.174	Login - Failed	10/28/2013 10:32:44CDT	Attempted to authenticate with unknown username: laofficeworker2@gha-inc.com
	10.0.16.174	Login - Failed	10/28/2013 12:13:35CDT	Attempted to authenticate with unknown username: testhelpdesk

Unauthorized Access

The Unauthorized Access log is specific to users that attempted to access an area of the application that they do not have permission to enter. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, and notes about the area that was attempted access.



Username	IP Address	Activity	Timestamp	Notes
----------	------------	----------	-----------	-------

System Information

The System Information menu displays server specific information.



Settings

The Settings menu allows the Administrator the ability to change system settings such as the fax number, how many days a PA should show on the dashboard, and how many consecutive failed login attempts are made before locking a user. Each setting may be edited or deleted and new settings can be added.



Category	Name	Value	
application	timezone	America/Chicago	
application	confidentiality_notice	Testing data is being used for...	
application	num_days_show_pa	15	

Roles

The Administrator has the ability to change permissions by Role.

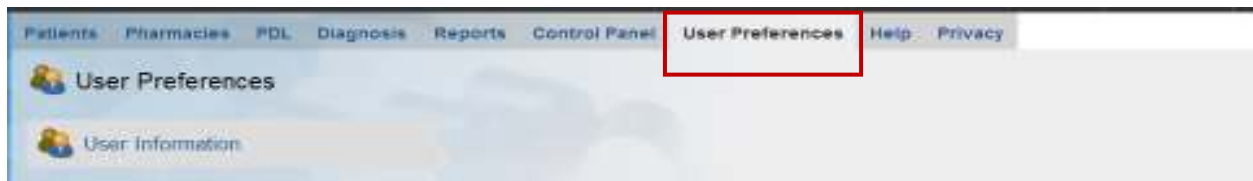
PA Forms	PA Form/Category Mappings	Drug Categories
Drug Criteria	Users	Activity Log
System Information	Settings	Roles

To change click the green check mark or red x to either enable/disable the function.

	Administrator	Iowa Administrator	Prescriber	Pharmacist	Office Worker	Helpdesk
Display Help						
Search/Display Patient Information						
Search/Display Pharmacy Information						
Search/Display Formulary Information						
Validate e-Rx Codes						

User Preferences

The User Preferences tab allows the user to edit user information.



User Information

The User Information link provides an option to change registration information. This is where the user would update User ID, Prefix, Name, Postfix, Title, and Email address. After changes are made, click on Save.

A screenshot of the 'Edit User Information' form. The form is titled 'Edit User Information' and includes a note: 'Required fields are marked by an asterisk (*)'. The form contains the following fields: 'User ID*' with the value 'dbates', 'Prefix' with a dropdown arrow, 'First name*' with the value 'Dawn', 'MI' (empty), 'Last name*' with the value 'Bates', 'Postfix' (empty), 'Title' with the value 'QA', and 'Email*' with the value 'dbates@ghsinc.com'. A blue 'Save' button is located at the bottom left of the form.

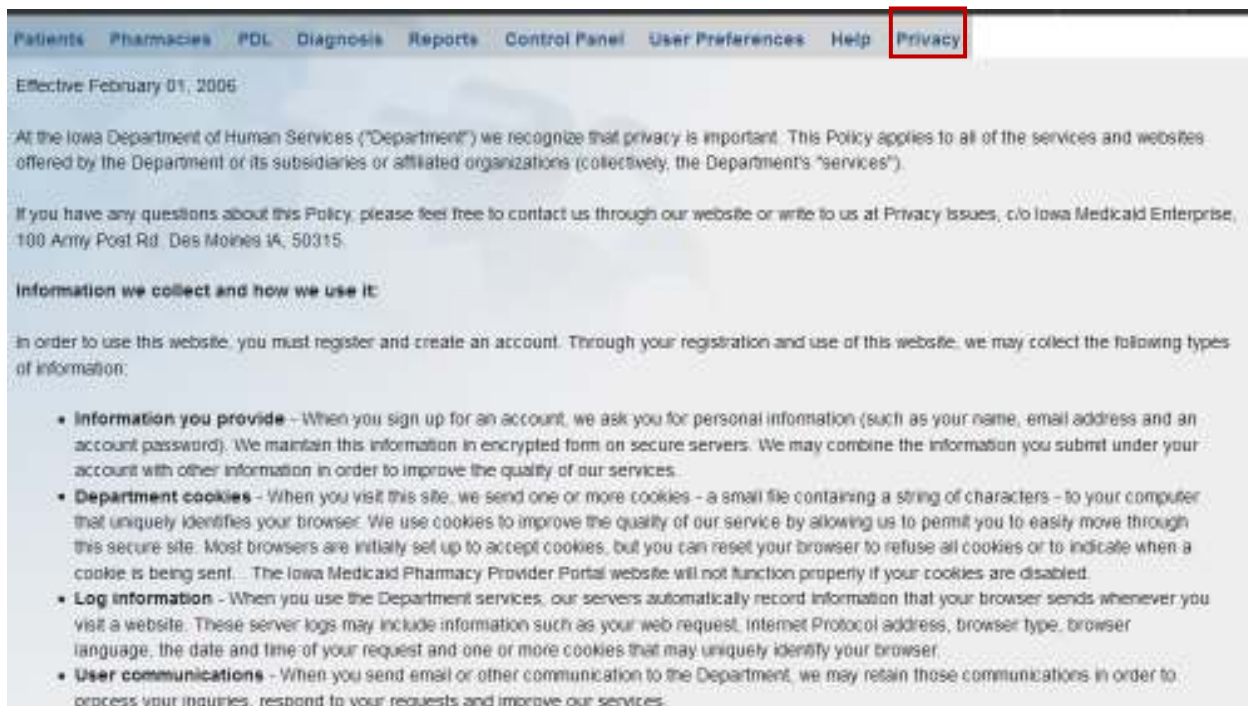
Help

The 'Help' tab contains information about the Iowa Medicaid Pharmacy Provider Portal. This is also where the user will find a link to the User Guide, User Tutorials and important contact information.



Privacy

The 'Privacy' tab contains the Iowa Department of Human Services Privacy Policy.



Iowa Medicaid Pharmacy Provider Portal

HELPDESK USER GUIDE

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Revision Control Sheet

Date	Rev	Author	Description of Changes
06/07/2013	1.0	Tammy Hagenaaars	First draft - Iowa baseline
10/28/2013	1.1	Dawn Bates	Changes to baseline

IMPORTANT: This document is software revision controlled – Printed copy may not be current.

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Introduction

The Iowa Medicaid Pharmacy Provider Portal is a web application for prescribers to electronically search and review drug status on the Iowa Preferred Drug List (PDL), review Iowa Prior Authorization (PA) requirements and submit PA's and E-Fax's electronically.

Registration

Access to the Iowa Medicaid Pharmacy Provider Portal requires registration; Iowa HelpDesk user types must contact a current Administrator (info@iowamedicaidpdl.com) to request enrollment.

Once the request has been made, the user will receive an E-mail confirming registration within 24-48 hours of submission. The confirmation E-mail will contain a 'Finish Registration' link to complete the registration process. The process must be completed within 72 hours of the confirmation letter. If the registration is not completed in 72 hours, the user will have to contact an Administrator (info@iowamedicaidpdl.com) to complete the registration process.

Logging In

From the main login screen, enter the User ID and password, and then click the 'Login' button. The application is set to lock out the user after five failed login attempts. If this happens, please contact an Administrator (info@iowamedicaidpdl.com).



Forgot Password

If the user simply forgot the password, select 'Forgot Password' from the Login Page. The application will direct the user to enter the registered Email address. An email will be sent with a link that will be valid for 15 minutes, to reset the password.



The screenshot shows the 'Password Recovery' page of the Iowa Medicaid Pharmacy Provider Portal. The page has a dark header with the 'CHS' logo and the title 'Iowa Medicaid Pharmacy Provider Portal'. Below the header, there are links for 'Return to Login', 'Registration', and 'Forgot Password'. The main heading is 'Password Recovery'. Below this, there is a welcome message and instructions: 'Welcome to the Iowa Medicaid Pharmacy Provider Portal Password Recovery' and 'Please enter your email address and we'll send you a link to reset your password'. A note states 'Required fields are marked by an asterisk (*)'. There is a text input field labeled 'Email Address*' and a 'Reset' button.

Patients

Select the 'Patients' tab to search for a patient. Enter the Patient's Iowa Medicaid ID or the minimum of the first 3 characters of either the Last Name or Last, First name and then select 'Search'. Depending on the search criteria, there may be a list of patients, with identifying information, to choose from.



The screenshot shows the 'Patient Search' page of the Iowa Medicaid Pharmacy Provider Portal. The page has a dark header with the 'CHS' logo and the title 'Iowa Medicaid Pharmacy Provider Portal'. Below the header, there are links for 'Welcome', 'Iowa Test/Helpdesk', 'User Guide', and 'Logout'. The main heading is 'Patient Search'. Below this, there is a search bar labeled 'Iowa Medicaid ID or Name (last, first)' and a 'Search' button. A message states 'Your search for "0003656F" returned 1 record'. Below the search bar, there is a table with the following columns: 'Iowa Medicaid ID', 'First Name', 'MI', 'Last Name', 'Suffix', 'Birth Date', and 'Gender'. The table contains one row with the following data: '0003656F', 'HOWER', 'J', 'SIMPSON', '', '05/01/1971', and 'M'. The 'Iowa Medicaid ID' column is highlighted with a red box.

Iowa Medicaid ID	First Name	MI	Last Name	Suffix	Birth Date	Gender
0003656F	HOWER	J	SIMPSON		05/01/1971	M

Clicking on the 'Iowa Medicaid ID' link will display the patient's demographic information as well as their Iowa Medicaid eligibility.

HOMER SIMPSON

Iowa Medicaid ID
ID: 0003656F

Member Name
First Name: HOMER
M.I.: J
Last Name: SIMPSON

Address
Street 1: 742 EVERGREEN TERRACE
Street 2:
City: SPRINGFIELD
State: XX
Zip Code: 00000

Iowa Medicaid Eligibility
100 05/01/2009 06/06/2079

Date of Birth
05/01/1971

Gender
M

Phone Number

[Drug Profile](#)

To view the patient's drug profile, click on Drug Profile button. This view will provide an opportunity to view the patient's Iowa Medicaid drug profile.

Drug profile for HOMER SIMPSON

[Return to Member Profile](#)

Required fields are marked by an asterisk (*).

Page: 1 of 2 Page Size: 25 Go

Rx Date	Rx Number	Product	Quantity	Days Supply	Prescriber	Pharmacy
12/19/2012	0922403	NITROSTAT SUB 0.4MG	25.0	20		CWL PHARMACY
12/19/2012	0922403	NITROSTAT SUB 0.4MG	25.0	20		CWL PHARMACY
01/05/2013	0922403	NITROSTAT SUB 0.4MG	25.0	20		CWL PHARMACY
01/05/2013	0922403	NITROSTAT SUB 0.4MG	25.0	20		CWL PHARMACY
03/02/2013	0922403	NITROSTAT SUB 0.4MG	25.0	20		CWL PHARMACY

The drug profile shows the patient's Iowa Medicaid claimed prescriptions for the previous 12 months. The profile includes: Rx Date, Rx Number, Product, Quantity, Days Supply, Prescriber and Pharmacy. Click on 'Return to Member Profile' to return to the previous screen.

Pharmacies

Select the 'Pharmacies' tab to search for a pharmacy. Enter the NPI number or at least 3 characters of a pharmacy name and then select 'Search' or enter a City, State combination and select 'Search'. Depending on the search criteria, there may be a list of pharmacies, with address and phone number, to choose from.

Patients **Pharmacies** PDL Diagnosis Control Panel User Preferences Help Privacy

Your search for "target" returned 20 records

Pharmacy Search

Pharmacy Name/NPI Search

Page 1 of 1 Page Size 25 Go

Pharmacy Name	Address	City	State	Phone
TARGET	3450 - 4TH ST SW	MASON CITY	IA	(515) 423-1325
TARGET	5255 ELMORE AVE	DAVENPORT	IA	(319) 344-9629

The user can click on the pharmacy name to view further detailed information about the pharmacy, including the full address, phone number and fax number, and miscellaneous information.

Patients Pharmacies **PDL** Diagnosis Control Panel User Preferences Help Privacy

TARGET

	Address	Phone Number(s)
Pharmacy Name	Address	Phone: (319) 344-9629
TARGET	5255 ELMORE AVE	Fax: (563) 344-9629
	City: DAVENPORT	
	State: IA	
NPI	Zip Code: 528070000	
1134141864		

PDL (Preferred Drug List)

Select the 'PDL' tab to search for a drug. Enter at least 3 characters of a brand or generic drug or an NDC number and select 'Search'. The result will be two lists. The top list contains drugs that meet the entered search criteria. The lower list, will display other PDL drug alternatives from the list above. The PDL search provides a summary of information about the drugs as follows: Name, Description, Route of Administration, OTC Code, B/G Code, Packaging and PDL Status.

Patients Pharmacies **PDL** Diagnosis Control Panel User Preferences Help Privacy

Your search for "ambien" returned 6 results and returned 22 alternatives

Preferred Drug List Search

Name (brand or generic) or NDC:

The drug prior authorization unit will consider other conditions as listed in the compendia on an individual basis after reviewing documentation submitted regarding the medical necessity. All required trials must be of appropriate dose and duration for the indication and must be documented by the prescriber, on the request for prior authorization form, including dates, dose, and nature of failure.

For all drugs requiring prior authorization, in the event of an emergency situation when a prior authorization request cannot be submitted and a response received within 24 hours such as after regular working hours or on weekends, a 72-hour supply of the drug may be dispensed and reimbursement will be made.

Search Results

Page 1 of 1 Page Size 25

Name	Description	Route	OTC Code	B/G Code	Packaging	PDL Status
AMBIEN	AMBIEN TAB 5MG	OR	RX	B	BOTTLE	Non-Preferred
AMBIEN	AMBIEN TAB 10MG	OR	RX	B	BOTTLE	Non-Preferred
AMBIEN CR	AMBIEN CR TAB 6.25MG	OR	RX	B	BOX	Non-Preferred
AMBIEN CR	AMBIEN CR TAB 6.25MG	OR	RX	B	BOTTLE	Non-Preferred
AMBIEN CR	AMBIEN CR TAB 12.5MG	OR	RX	B	BOTTLE	Non-Preferred
AMBIEN CR	AMBIEN CR TAB 12.5MG	OR	RX	B	BOX	Non-Preferred

Alternatives

The user can click on the drug name or the PDL Status of an individual drug to see detailed information about the drug as well as any criteria specific to the drug.

The screenshot shows the 'Product' page for 'AMBIEN TAB 5MG'. The page has a navigation bar at the top with tabs: Patients, Pharmacies, PDL, Diagnosis, Control Panel, User Preferences, Help, and Privacy. The 'PDL' tab is selected. The product details are listed on the left, and the 'Sedative/Hypnotics - Non-Benzodiazepines specific Criteria' are listed on the right.

Product	
Name	AMBIEN
Strength	5 MG
Description	Zolpidem Tartrate Tab 5 MG
Packaging	BOTTLE
Dosage Form	TABS
Route of Administration	OR

Sedative/Hypnotics - Non-Benzodiazepines specific Criteria

- Drug Specific - PA Required
- Preferred agents are available without prior authorization (PA). Although intermittent therapy is recommended, quantity limits will allow for 30 tablets per 30 days supply without PA for preferred medications.
- Prior authorization is required for all non-preferred non-benzodiazepine sedative/hypnotics. Payment for non-preferred non-benzodiazepine sedative/hypnotics will be authorized only for cases in which there is documentation of a previous trial and therapy failure with the preferred agent(s). Payment for non-preferred non-benzodiazepine sedative/hypnotics will be considered when there is: 1) A diagnosis of insomnia, 2) Medications with a side effect of insomnia (i.e. stimulants) are decreased in dose, changed to a short acting product, and/or discontinued, 3) Enforcement of good sleep hygiene is documented, 4) All medical, neurological, and psychiatric disease states causing chronic insomnia are being adequately treated with appropriate medication at therapeutic doses, 5) Patient has a documented trial and therapy failure with zaleplon.

Diagnosis

Select the 'Diagnosis' tab to search for a diagnosis code. Enter at least 3 characters of a diagnosis description or the ICD-9 code and select 'Search'. The result list will contain the ICD-9 code and description.

The screenshot shows the 'Diagnosis Search' page. The 'Diagnosis' tab is selected in the navigation bar. A search bar is present with the text 'Your search for "broken" returned 3 records'. Below the search bar, there is a table with 3 columns: ICD-9, Description, and Action. The table contains 3 rows of results.

ICD-9	Description	Action
873.63	Open wound of tooth (broken) (fractured) (due to trauma), without mention of complication	
873.74	Open wound of tooth (broken) (fractured) (due to trauma), complicated	
886.43	Broken prosthetic joint implant	

User can click on the ICD-9 code to view more detailed information.



Control Panel

The HelpDesk Control Panel allows the user to manage other users and view the Activity Log.

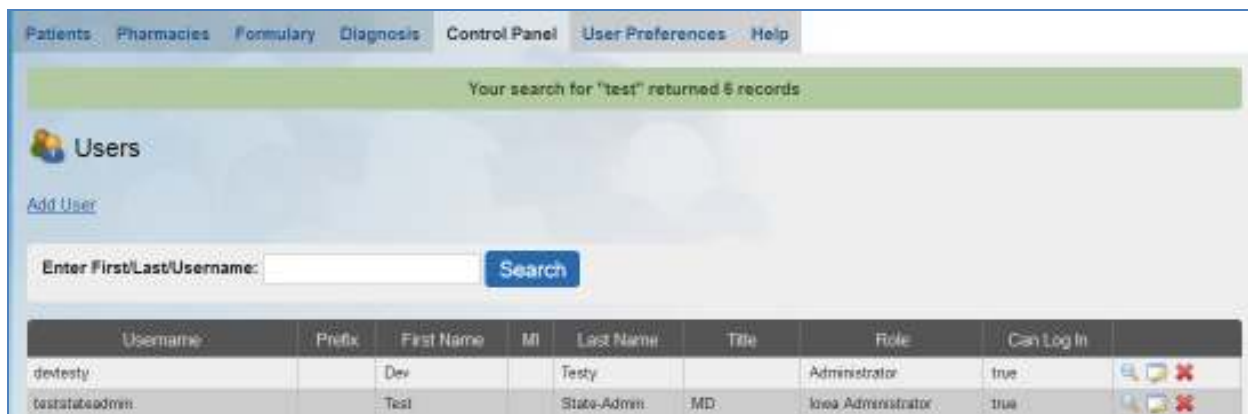


Users







In the Users menu, the Helpdesk user can search for a specific user or add a new Helpdesk user. There is a minimum of three characters required in order to perform the search.



The User results table includes the Username, Prefix, First Name, MI, Last Name, Title, Role, whether the user can log in, and action items to View, Edit or Delete (disable) the user. If the 'Can Log In' field is False, the user is prevented from using the Portal. Clicking the magnifying glass will show the user information.



The screenshot shows a web application interface for managing users. At the top, there is a navigation bar with tabs: Patients, Pharmacies, Formulary, Diagnosis, Control Panel, User Preferences, and Help. Below the navigation bar, a green banner displays the message: "Your search for 'test' returned 2 records". The main section is titled "Users" and includes a link "Add User". Below this, there is a search input field labeled "Enter First/Last/Username:" and a blue "Search" button. The search results are displayed in a table with the following columns: Username, Prefix, First Name, MI, Last Name, Title, Role, Can Log In, and a column with three icons (a magnifying glass, a pencil, and a red X).

Username	Prefix	First Name	MI	Last Name	Title	Role	Can Log In	
devtesty		Dev		Testy		Administrator	true	  
teststateadmin		Test		State-Admin	MD	Iowa Administrator	true	  

View

When viewing the user information, the Helpdesk user can see if another user is Active or Inactive, if the account is locked and number of failed login attempts.

The 'Can Log In' field will show false if any one of the three occur: Enabled – Inactive, Locked – Locked, or Failed Log In – 5.

The Enabled field will show Inactive if the user has been 'deleted' by an administrator. This field can also be toggled in the Edit mode.

The Locked field will show Locked if administrator wants to lock the record temporarily. This field can be toggled in the Edit mode.

The Failed Log In field displays how many consecutive failed login attempts have been made. After 5 consecutive failed attempts, the user will not be able to log in.

Test H. Helpdesk [Edit](#) [Cancel](#)

User ID: testhelpdesk@ghsinc.com
Role: Helpdesk
Prefix:
First name: Test
Last name: Helpdesk
MI: H
Postfix:
Title:
Email: testhelpdesk@ghsinc.com
Enabled: Active
Locked: Not Locked
Failed Log in: 0

Edit

In Edit mode, the User Information can be changed, and fields can be toggled to restrict or allow user access. If a user gets locked out due to 5 failed log in attempts, the Helpdesk user will enter a zero in the Failed Log In field. This will reset the counter. It should also be recommended that the user resets the password, to prevent getting locked out again.

Edit User [View](#) [Cancel](#)

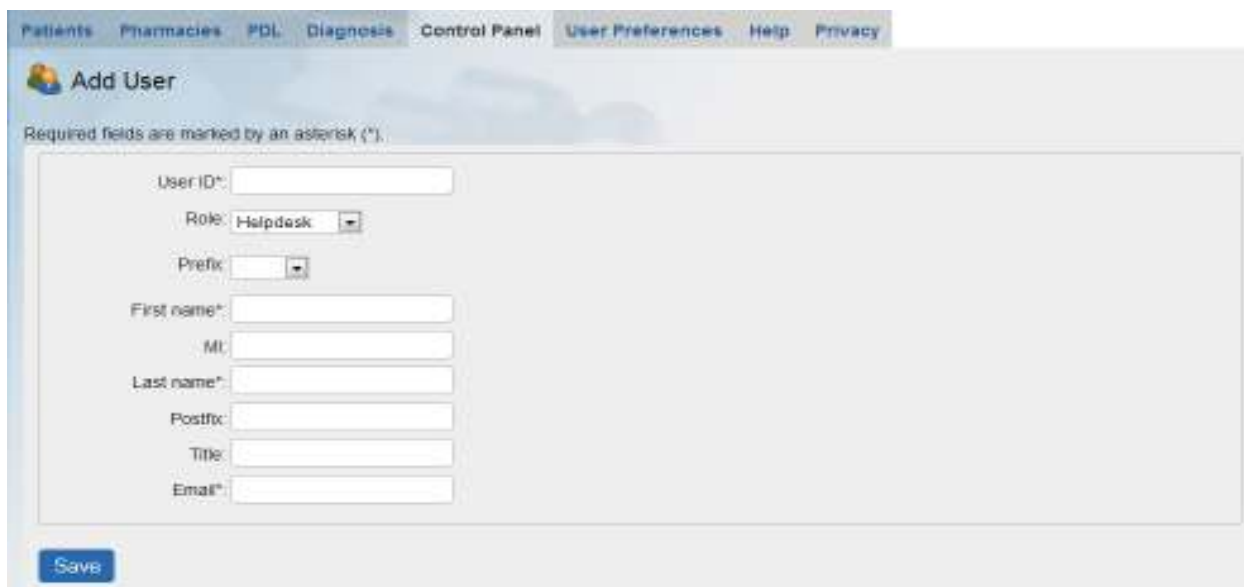
Required fields are marked by an asterisk (*).

User ID*: testhelpdesk@ghsinc.com
Role: Helpdesk
Prefix:
First name*: Test
MI: H
Last name*: Helpdesk
Postfix:
Title:
Email*: testhelpdesk@ghsinc.com
Enabled: ☒
Lock Status: ☐
Failed Log in: 0

[Save](#)

Add New User

A Helpdesk user will have the ability to add new Helpdesk users. Click on 'Add User'. Helpdesk users will be required to use their Network credentials. Once the registration is complete, an email notification will be sent with instructions to complete the registration process. The user will have 72 hours to complete the process.



The screenshot shows the 'Add User' form within a web application. The top navigation bar includes links for Patients, Pharmacies, PDL, Diagnosis, Control Panel, User Preferences, Help, and Privacy. The 'Add User' form is titled 'Add User' and includes a note: 'Required fields are marked by an asterisk (*)'. The form fields are as follows:

- User ID*:
- Role: Helpdesk (dropdown menu)
- Prefix:
- First name*:
- MI:
- Last name*:
- Postfix:
- Title:
- Email*:

A 'Save' button is located at the bottom left of the form.

If a user does not complete the process within the 72 hour window, the Administrator can verify that the user cannot login. The 'Can Log In' field will show as false.



The screenshot shows the 'Users' table within a web application. The top navigation bar includes links for Patients, Pharmacies, PDL, Diagnosis, Control Panel, User Preferences, Help, and Privacy. A green banner at the top of the table area states: 'Your search for "testhelpesk" returned 2 records'. The 'Users' table is displayed below the banner. The table has a search bar with the text 'Enter First/Last/Username:' and a 'Search' button. The table columns are: Username, Prefix, First Name, MI, Last Name, Title, Role, Can Log In, and an icon column. The table contains two rows of data.

Username	Prefix	First Name	MI	Last Name	Title	Role	Can Log In	
testhelpesk		Test		Help Desk		Helpdesk	false	
testhelpesk@ghsinc.com		Test		Help Desk		Helpdesk	false	

Activity Logs

There are three activity log reports: Recent Activity, Failed Authentication, and Unauthorized Access. This is for the Helpdesk user to troubleshoot technical support calls.



Recent Activity

The Recent Activity logs all activity in the Iowa Medicaid Pharmacy Provider Portal. The default is to display the current days' records. However, there is an option to expand the timeframe for the log. Notes are also included in the log if the user attempted to access an area that was not allowed or the session expired.



Failed Authentication

The Failed Authentication logs users that tried to access the system and failed. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, as well as any relevant notes about the failure, such as incorrect password.

Username	IP Address	Activity	Timestamp	Notes
	10.0.16.174	Login - Failed	10/28/2013 10:32:44CDT	Attempted to authenticate with unknown username: laofficeworker2@ghsinc.com

Unauthorized Access

The Unauthorized Access log is specific to users that attempted to access an area of the application that they do not have permission to enter. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, and notes about the area that was attempted access.

Username	IP Address	Activity	Timestamp	Notes
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User Preferences

The User Preferences tab allows the user to edit user information and change the password.



User Information

The 'User Information' link provides an option to change registration information. This is where the user would update Prefix, Name, Postfix, Title, and Email address. After changes are made, click on 'Save'.

A screenshot of the 'Edit User Information' form within the 'User Preferences' tab. The form is titled 'Edit User Information' and includes a note: 'Required fields are marked by an asterisk (*)'. The form contains several input fields: 'Prefix' (a dropdown menu), 'First name*' (containing 'Iowa'), 'MI' (empty), 'Last name*' (containing 'testhelpdesk'), 'Postfix' (empty), 'Title' (empty), and 'Email*' (containing 'iowatesthelpdesk@yahoo.co'). A blue 'Save' button is located at the bottom left of the form area.

Change Password

The 'Change Password' link is simply a place to change the login password. Changes take effect immediately.



The screenshot shows the 'Change Password' page. At the top is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Control Panel, User Preferences, Help, and Privacy. The 'Change Password' page has a title 'Change Password' with a lock icon. Below the title, it states: 'Required fields are marked by an asterisk (*). Passwords must be 8 to 64 characters long, and contain 2 of the following 3: Upper Case letter(s), Numbers and/or Special Characters. Special Characters are: ! @ # \$ % ^ & * _ - ='. There are two input fields: 'Password*' and 'Verify Password*'. A blue 'Save' button is at the bottom left.

Help

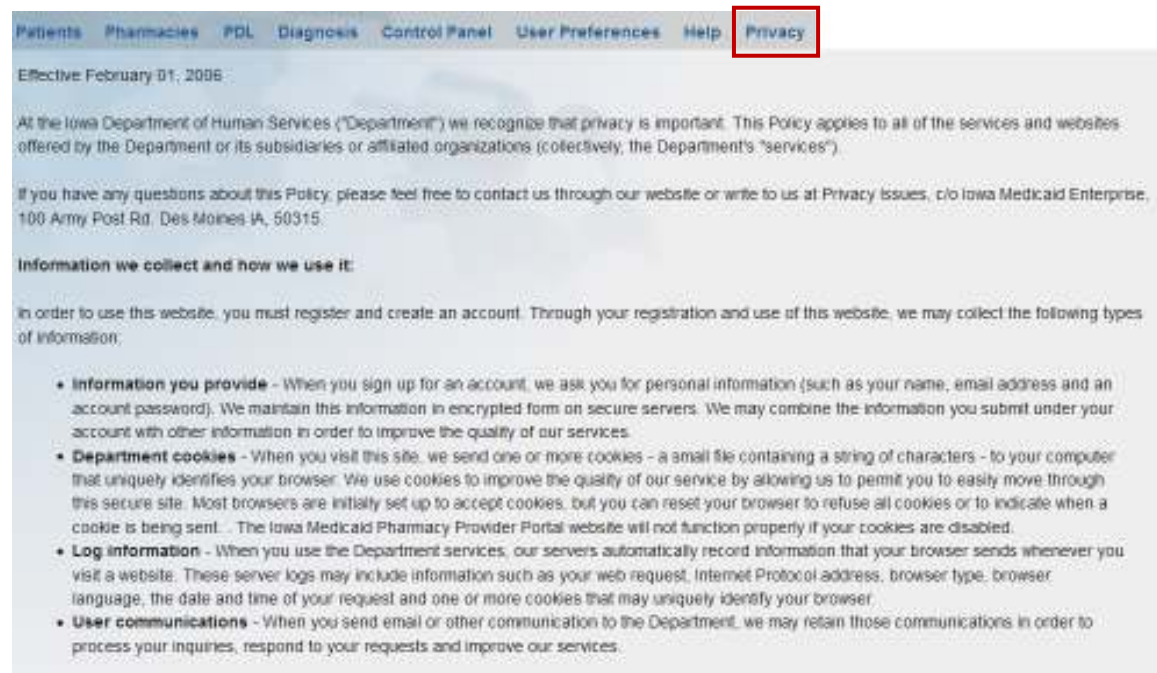
The 'Help' tab contains information about the Iowa Medicaid Pharmacy Provider Portal. This is also where the user will find a link to the User Guide, User Tutorials and important contact information.



The screenshot shows the 'Help' page. At the top is a navigation bar with links: Patients, Pharmacies, PDL, Diagnosis, Control Panel, User Preferences, Help, and Privacy. The 'Help' page has a title 'Help' with a red circular icon. Below the title, it states: 'Iowa Medicaid Pharmacy Provider Portal v. 2013.10.23 r.314'. The page content includes: 'The Iowa Medicaid Pharmacy Provider Portal is available to support Providers in the HealthCare treatment of Iowa Medicaid members. We will accomplish this by providing accurate and up-to-date information for Members, Pharmacist and Healthcare Providers regarding medications on Iowa Preferred Drug List, prior authorization requirements, web based prior authorizations and member eligibility. Please contact the Pharmacy Prior Authorization Helpdesk at (877)776-1567 or (515)256-4607(local in Des Moines), or email info@iowamedicaidpdl.com with questions regarding the Iowa Medicaid Pharmacy Provider Portal. [User Guide](#)

Privacy

The 'Privacy' tab contains the Iowa Department of Human Services Privacy Policy.



Patients Pharmacies PDL Diagnosis Control Panel User Preferences Help **Privacy**

Effective February 01, 2006

At the Iowa Department of Human Services ("Department") we recognize that privacy is important. This Policy applies to all of the services and websites offered by the Department or its subsidiaries or affiliated organizations (collectively, the Department's "services").

If you have any questions about this Policy, please feel free to contact us through our website or write to us at Privacy Issues, c/o Iowa Medicaid Enterprise, 100 Army Post Rd, Des Moines IA, 50315.

Information we collect and how we use it:

In order to use this website, you must register and create an account. Through your registration and use of this website, we may collect the following types of information:

- **Information you provide** - When you sign up for an account, we ask you for personal information (such as your name, email address and an account password). We maintain this information in encrypted form on secure servers. We may combine the information you submit under your account with other information in order to improve the quality of our services.
- **Department cookies** - When you visit this site, we send one or more cookies - a small file containing a string of characters - to your computer that uniquely identifies your browser. We use cookies to improve the quality of our service by allowing us to permit you to easily move through this secure site. Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. The Iowa Medicaid Pharmacy Provider Portal website will not function properly if your cookies are disabled.
- **Log information** - When you use the Department services, our servers automatically record information that your browser sends whenever you visit a website. These server logs may include information such as your web request, Internet Protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.
- **User communications** - When you send email or other communication to the Department, we may retain those communications in order to process your inquiries, respond to your requests and improve our services.

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Point of Sale Unit

